

# Team Hickam's Sponsorship Guide



## ALOHA!

Airman and Family Readiness Center  
655 Vickers Avenue, Bldg 1105  
Hickam AFB, HI 96853  
449-0300

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# SPONSORSHIP PROGRAM

## OBJECTIVE

- Ensure newcomers feel like members of the unit and have a positive first impression.

## STRATEGY

- Provide proactive assistance to newcomers and their families. Pave the way for a smooth transition.

## TACTICS

- Assess the needs of the newcomer and family. Individualize the service and be responsive to their needs.
- Ask for help from Airman & Family Readiness Center and other base helping agencies, if needed.

## UNIT RESPONSIBILITIES

Establish procedures to ensure newcomers are appointed sponsors NLT 90 days prior to arrival.

Appoint sponsors with similar grade and marital status.

Appoint alternate sponsor if primary sponsor is deployed, goes on TDY, or on leave.

Provide sponsors with sponsor's checklist.

Include commander's welcome letter in the sponsor's packet.

Ensure sponsors complete mandatory sponsorship training on-line at <https://sponsorshiptraining.hickam.af.mil/>

### **Sponsorship Tips to "Meeting the Need"**

Sponsors are ambassadors of the unit. Outstanding sponsorship is the key to setting the stage for a great Hickam AFB assignment. Here are some pointers about making the newcomer feel like an important part of the Hickam Team.

**Listen** - many times a newcomer can reduce stress associated with a move by merely talking to someone "already there" who cares.

**Determine the need and meet it** - sometimes newcomers don't know what they need, so when they answer "nothing," keep on talking and continue to share information on those things you would like to know if you're coming to the base.

**Be a sponsor to the entire inbound family** - ask questions about the newcomer's family and their background; what they like to do for hobbies.

**If you miss a call, always call back - even if it's the next day.** Tell the newcomer who to call if you are going TDY or will be otherwise unavailable for a period of time.

**Be open and honest, but stay positive** - let the newcomer form their own impressions about the base and local area.

**If you can't respond to your newcomer's needs, get some help** - your supervisor, first sergeant, or the Airman & Family Readiness Center can help you find the answer you need (449-0300). Remember, no one expects you to be a relocation expert.

### **Sponsor's Checklist**

The needs of each newcomer will be different, so you must find out what those needs are and then respond to them. It is not good enough to just say "let me know what you need." Good sponsorship is proactive! As a minimum, you should accomplish the items in this checklist. Remember this is part of your job; it's not an additional duty!

### **Sponsor's Letter**

Contact the individual you are sponsoring by mail (or e-mail) within five days of your notification of sponsorship. Be sincere and friendly. Make recommendations and keep a positive tone. Put yourself in their place.

Use a personal tone. Write as if you were sending a letter to a friend. Include the following:

Congratulate the newcomer on their assignment. Mention you are their primary sponsor until they are settled in (also provide alternate sponsor and phone number).

Tell the newcomer a little about yourself. Mention how long you have been stationed here, a little about the unit's mission, and their work center.

Ask the newcomer if they are single or married, if family members will accompany them on the assignment.

Ask when they plan to arrive and the amount of luggage (an estimate works), and plan accordingly.

Highlight some of the activities available on-base and in the local community.

Offer your assistance in arranging for temporary lodging. Ask for a copy of orders so you may reserve temporary lodging on base.

Let the newcomer know how/where to forward mail. You can obtain a general delivery address for the newcomer with a copy of his/her orders. Call General Delivery Postal Service at 449-9480 for more information.

All base housing units are managed and maintained by the Hickam Community Housing (HCH). Suggest the newcomer visit the Hickam Community Housing website at [www.hickamch.com](http://www.hickamch.com) for on-base family housing availability. For off-base housing, visit the Housing Services Office website at <http://www.ahrn.com> or call 808-438-6198.

Upon arrival (within 72 hours), ALL active duty (except dorm residents) must schedule an appointment with a Housing counselor (DSN 853-3800) to initiate their TLA. IMPORTANT: Unaccompanied and those whose families do not arrive with them receive 65% of the maximum lodging rate. Ensure the newcomer visits the DOD Per Diem website to determine his/her entitlements. <http://www.defensetravel.dod.mil/perdiem/perdiemrates.html>

Encourage the newcomer to call, write, or e-mail you.

Ask the newcomer if there are any special concerns they may need help with.

Offer to send additional information. Make sure you follow through.

If you haven't already completed the sponsorship training, go on-line at <https://sponsorshiptraining.hickam.af.mil/>. The training has many great ideas and it's mandatory to take if you haven't sponsored anyone in the last year.

## Sample Sponsor Letter

Date \_\_\_\_\_

Your Name \_\_\_\_\_

Your Address \_\_\_\_\_

City, State & Zip \_\_\_\_\_

Aloha \_\_\_\_\_:

My name is \_\_\_\_\_ and I have been assigned as your sponsor to help you transition to Hawaii.

The first order of business is to let you know where you can reach me during the next few months:

(Your Name & Rank)

Organization Name

Duty Section

Duty Phone (DSN/Commercial)

Home Phone

E-mail address (home and work)

Welcome to your new assignment at \_\_\_\_\_ Air Force Base.

(Insert a paragraph describing yourself--married, single, children (names & ages), how long you have been stationed here, unit's mission, & work center.)

The answers to many of your questions can be found in the Military Home Front Website. You can access this information by going to <http://www.militaryhomefront.dod.mil>. Once inside the site, click on military installations. Another good website to help you is called Plan My Move located at <http://www.planmymove.com>

The weather on Oahu is     (describe)    . Somewhat     (describe)     in winter. The scenery is (describe--lots of hills, mountain, lakes, trees, parks, zoos, (etc.)) and all types of cultural and other activities. There is something to suit every taste

Temporary lodging is available on a reservation basis. Contact the Royal Alaka at 808-448-5400 to secure temporary lodging as soon as you have your orders and arrival date. Currently, to stay in billeting it costs     (cost)     per night. If nothing is available on base, you will need to secure a non-availability letter from the Royal Alakai prior to making a reservation at another hotel. If this is the case, the Royal Alakai will refer you to hotels in the community. Ensure you check out the limits for your TLA on the DOD Per Diem website:

<http://www.defensetravel.dod.mil/perdiem/perdiemrates.html>. If you are coming unaccompanied or your family is not arriving with you, you are only authorized 65% of the max lodging rate.

If you are a single Airman (E-1 to E-4 Under 3 years of service), you can contact me or the first sergeant (give phone number) to secure a dorm room.

Upon receipt of orders, submit an advanced housing application on-line at [http://www.hickamch.com/arriving\\_residents](http://www.hickamch.com/arriving_residents) and e-mail or fax a copy of your orders to the Hickam Community Housing office.

Within 72 hours of arrival, ALL active duty (except dorm residents) must schedule an appointment with a Housing counselor (DSN 853-3800) to initiate your TLA. IMPORTANT: Unaccompanied and those whose families do not arrive with them only receive 65% of the maximum lodging rate. Be sure to visit the DOD Per Diem website to determine your entitlements. <http://www.defensetravel.dod.mil/perdiem/perdiemrates.html>

To place your child on a waitlist for the Child Development Center, you need to complete and send a DD Form 2606 to the CDC servicing their child's age. You must have a copy of your orders to do this. We also have Family Day Care homes. These are on base quarters that have been licensed to do day care. The following are the centers currently available:

- Main CDC for children ages 6 weeks to 3 years of age (DSN 449-9880)
- West CDC for children ages 3 to 5 years of age (DSN 449-5230)
- Family Childcare for all children regardless of age (DSN 449-1879)
- Coming Soon: Harbor CDC for children 3 to 5 years (check local listings for the number once center opens)

To establish a general delivery account for your mail/belongings, fax a copy of your orders to 808-448-00348. Per USFS regulations, accountable packages (i.e. INSURED) will only be held for 15 calendar days. If you need to contact the post office, you can reach them at (808) 449-9480

If you have a pet, you need to visit <http://hawaii.gov/hdoa/ai/aqs/infofor> for further instructions. Hawaii is a rabies free state. If specific pre-arrival requirements are met, your pet may be eligible for a 30-day, 5-day, or direct release from the Honolulu airport. If these requirements are not met, your pet will have to undergo 120-day quarantine.

I'm sure you will have a million questions and I have probably only answered a few of them. Feel free to e-mail or call me, if you need assistance. Again, welcome to \_\_\_\_\_. I look forward to meeting you.

Sincerely,

*Your Signature as the Sponsor*

### **Duties Before Arrival**

Send a welcome letter to the individual that includes a sponsor packet from the Airman & Family Readiness Center. You must present a copy of your sponsorship training certificate before you pick-up the sponsor packet.

If there are family members, ask your spouse and children to write the new member's spouse and children.

Obtain date, time, place of arrival, departure place, flight number, and make sure they have phone numbers to the unit, first sergeant and your home. Obtain and provide their mail box number (you need orders to have a box number assigned).

Contact the Hickam Community Housing Office to get information on where the member is on the housing list.

Make temporary billeting arrangements as required. Will the member be bringing pets? Pets cannot stay at on-base lodging, so provide a listing of pet friendly places or available kennel in the area. There is an Army MWR Kennel with limited spaces available. For further information call 808-368-3456.

Inquire about plans for their privately owned vehicle. Assist in getting information about purchasing a vehicle if requested by newcomer.

Find out if a car seat is needed. Inform members of the new Hawaii law regarding use of booster seat for children 7 years old and younger. Car seat can be borrowed through the Loan Locker with a copy of the newcomer's orders.

Assist with unit and base contact information. Tell them about in-processing. Recommend member brings a copy of current Information Assurance Certificate to speed up setting an email account.

Most of all, reply promptly to any requests.

### **Duties On Arrival**

Meet newcomer at the airport. Bring leis for the member and his/her family. A lei is the Hawaiian way of welcoming newcomers to the Island and Team Hickam.

Establish a method of recognition if you're meeting them at the airport or crowded location.

If the newcomer has reserved a rental car, designate a meeting place and time (send map and detailed directions to the designated meeting place).

Escort the newcomer to the CSS (if your squadron still has one) or MPF. The CSS or MPF representative will make sure the member is scheduled for the mandatory in-processing appointments.

Show the individual/family the installation facilities and local area.

Assist in arranging for loaner furniture, if needed. Visit the Family Services Loan Closet, if applicable. A copy of PCS orders will be required.

Be thoughtful and have some snacks available for that first day!

### **After Arrival**

Introduce newcomer to the supervisor, co-workers, first sergeant, and commander. If first sergeant and commander have a policy of seeing newcomers, schedule one ahead of time.

Maintain contact with the newcomer. Ask if newcomer needs any additional assistance.

If newcomer has children, 12 years and younger, escort newcomer to the Airman & Family Readiness Center to sign up for Child Care for PCS, which provides 20 hours of free childcare per child. A copy of PCS orders will be required.

### **Helpful Telephone Numbers**

Air Force Aid Society	449-0300
Airman and Family Readiness Center	449-0300
Base Exchange (Hickam)	423-1304
Base Operator	449-1110
Casualty Affairs	449-0310
Chapel	449-1754
Child Development Center	449-9880
Clinic – Central Appointments	448-6000
Command Post	448-6900
Commissary	449-7692
Family Advocacy	449-0175
Force Development Flight (Education Center)	449-6363
Furnishing Management Office	448-0300
Hickam Community Housing Office (Privatized)	423-2300
Housing Office (TLA)	853-3800
Kennels (MWR Boarding Kennels)	808-368-3456
Law Enforcement Desk	449-2677
Makai Recreation Center	449-3354
Military Pay	449-9931
Military Personnel Flight	449-2276
School Liaison Officer	449-1577
Transportation Management Office	449-6003 ext 221
Unaccompanied Housing	448-2007/ 6815
Youth Programs	448-4396



SPONSOR'S CHECKLIST			
Items	Yes	No	Remarks
1. Contacts newcomer w/in 5 days of being assigned as a sponsor.			
2. Sends sponsor letter w/in 2 days of contact.			
3. If no contact w/in 5 days of being assigned as a sponsor, sends a sponsor letter w/in 7 days			
4. The sponsor letter:			
a. congratulates newcomer on assignment			
b. welcomes newcomer to base and unit			
c. is personable and friendly			
d. uses positive tone			
e. introduces unit to newcomer			
f. introduces community to newcomer			
g. introduces him/herself			
h. gives newcomer their phone number & address			
i. offers to get general delivery address for newcomer			
j. offers to secure lodging			
k. recommends actions newcomer can do at losing base			
l. asks newcomer to keep sponsor informed of flight plans & needs			
5. Welcome/Sponsor package includes:			
a. welcome letter from unit commander			
b. information on the base and community			
c. schedule of required appointments			
d. other information requested by newcomer			
6. 30-days before arrival, sponsor:			
a. secures TLF if newcomer hasn't done so. If no base lodging is available, sponsor checks on non-availability statement			
b. secures General Delivery address			
c. calls & follow-up on flight itinerary			
d. asks newcomer if they need anything before their arrival			
e. discusses plans to meet at airport			
f. arranges transportation to pick up newcomer			

<b>SPONSOR'S CHECKLIST (continued)</b>	<b>Yes</b>	<b>No</b>	<b>Remarks</b>
7. 5-days before arrival, sponsor:			
a. verifies itinerary			
b. asks how many luggage newcomer will bring			
c. asks if newcomer/family has special needs			
d. contacts lodging to verify reservation			
e. asks for non-availability statement if on-base lodging is not available			
f. asks lodging if sponsor could pick-up key for newcomer, so newcomer can go directly to the room			
g. asks newcomer if he/she needs anything			
h. verifies appointments w/CSS, supervisor, CC, & CCF			
8. Day of arrival, sponsor:			
a. picks key from billeting			
b. ensures vehicle can accommodate newcomer & family			
c. places latest base/community activities in the newcomer's room			
d. meets newcomer/family at the airport			
e. helps newcomer check-in/get settled in room			
f. shows newcomer where the commissary, BX, places to eat, unit, etc. are located on base			
g. arranges for time to show them the base & community			
h. gives newcomer unit's points of contacts and phone numbers			
i. accompanies newcomer to Loan Closet, if needed			
9. The day/week after, sponsor:			
a. accompanies newcomer to CSS or MPF			
b. introduces newcomer to co-workers, supervisors, CC, & CCF			
c. accompanies newcomer to the housing office			
d. offers newcomer/family a ride to their appointments			
e. ensures newcomers meet scheduled appointments w/ CC & CCF			
f. ensures follow-up with newcomer/family until they get settled			